

**COUNTY OF SAN LUIS OBISPO BOARD OF SUPERVISORS  
AGENDA ITEM TRANSMITTAL**

(1) DEPARTMENT Behavioral Health	(2) MEETING DATE 8/27/2013	(3) CONTACT/PHONE Cindy Collins, Administrative Services Manager 788-2932	
(4) SUBJECT Request to approve a renewal contract (Clerk's File) with Transitions – Mental Health Association for FY 2013-14 in the amount of \$4,186,614 to provide mental health services.			
(5) RECOMMENDED ACTION It is recommended that the Board approve and direct Chairperson to sign a renewal contract with Transitions – Mental Health Association for FY 2013-14 in the amount of \$4,186,614 to provide mental health services.			
(6) FUNDING SOURCE(S) MHSA, Medi-Cal, 2011 Realignment, General Fund	(7) CURRENT YEAR FINANCIAL IMPACT \$4,186,614.00	(8) ANNUAL FINANCIAL IMPACT \$4,186,614.00	(9) BUDGETED? Yes
(10) AGENDA PLACEMENT { X } Consent    { } Presentation                      { } Hearing (Time Est. ____ )    { } Board Business (Time Est. ____)			
(11) EXECUTED DOCUMENTS { } Resolutions    { X } Contracts    { } Ordinances    { } N/A			
(12) OUTLINE AGREEMENT REQUISITION NUMBER (OAR)  19001324		(13) BUDGET ADJUSTMENT REQUIRED? BAR ID Number: { } 4/5th's Vote Required        { X } N/A	
(14) LOCATION MAP N/A	(15) BUSINESS IMPACT STATEMENT? No	(16) AGENDA ITEM HISTORY { } N/A    Date: <u>8/7/13</u>	
(17) ADMINISTRATIVE OFFICE REVIEW  Reviewed by Leslie Brown			
(18) SUPERVISOR DISTRICT(S) All Districts -			

# County of San Luis Obispo



TO: Board of Supervisors

FROM: Jeff Hamm, Health Agency Director

DATE: 8/27/2013

SUBJECT: Request to approve a renewal contract (Clerk's File) with Transitions – Mental Health Association for FY 2013-14 in the amount of \$4,186,614 to provide mental health services

## **RECOMMENDATION**

It is recommended that the Board approve and direct Chairperson to sign a renewal contract with Transitions – Mental Health Association for FY 2013-14 in the amount of \$4,186,614 to provide mental health services.

## **DISCUSSION**

The Behavioral Health Department contracts with various mental health service providers to provide mental health treatment and support in addition to providing expanded services that reach underserved populations, as directed by the Mental Health Services Act (MHSA). Transitions-Mental Health Association (TMHA) is specially trained and competent to provide these services and has partnered with the County for over 26 years. The request before the Board of Supervisors is to approve the renewal contract with Transitions-Mental Health Association.

The traditional mental health programs provided by TMHA that are requested for renewal are as follows:

- 1) Adult Transitional Program - TMHA provides a 12-bed State licensed Adult Residential Treatment Facility in San Luis Obispo County. The facility is staffed 24 hours a day, providing services and support to assist clients with stabilizing their mental illness in a supervised residential setting. Activities and mental health services provided are designed to encourage development of problem solving skills related to daily living, housing, and employment.
- 2) Community Housing – TMHA provides semi-independent housing for adults with mental illness and performs intensive mental health support services through the residential case management services program described below.
- 3) Residential Case Management Services – TMHA helps Community Housing and independent living clients access to needed community services. The goal is to provide a living environment that promotes stabilization and assists clients with housing and maintenance.
- 4) Vocational Rehabilitation Services – This program is designed to provide vocational training, support and experience within horticultural (nursery) and other business settings.
- 5) Social Rehabilitation Services – TMHA operates three Wellness Centers designed to provide life enrichment and social skill development for individuals who would otherwise remain withdrawn and isolated. This program promotes wellness and recovery for adults with mental illness.
- 6) Youth Treatment Program – TMHA provides a 24 hour staffed, State licensed facility serving youth age 11-18 in San Luis Obispo County. The facility provides family, individual and group therapy, training in independent living skills, ongoing assessment, recreational and cultural activities, coordination of medical care, and educational planning and support.

- 7) Conditional Release Program (CONREP) Housing – TMHA provides landlord services for CONREP clients (judicially committed patients and mentally disordered offenders subject to community based treatment and supervision), collecting rents and utility payments, tracking payments, and providing monthly status reports.

The MHSA programs geared to reach the underserved and/or unserved are as follows:

**Community Support and Services Component (CSS):**

- 8) Client and Family Partners – TMHA provides support, education, information and referral, and community outreach for clients and families. The goal is to increase client and family knowledge of the services available and how they can access them.
- 9) Family Education Program (formally Family to Family) – This is a program designed to have family members of consumers employed by TMHA present the 12 week National Alliance on Mental Illness formatted class or two 6-hour TMHA Family Orientation classes to increase support and mental health education for other families experiencing mental illness.
- 10) Peer Support and Education Program (formally Peer to Peer) – In this program, mental health consumers educate and mentor their peers utilizing a nine week class created by the National Alliance on Mental Illness or a 12 week Wellness and Recovery Action Plan course. The programs provide mental health consumers with opportunities to develop and maintain wellness, leadership and self-advocacy skills. This program will also include a Mental Health First Aid class that will be taught twice per year for a total of 12 hours.
- 11) Vocational Training and Supported Employment – TMHA assists clients in gaining competitive employment within the community by providing them with vocational counseling and assessment, work adjustment, job preparation and interview skills training, job development and coaching.
- 12) Growing Grounds Retail Vocational Program – This is a vocational training site that offers job coaching, assessment, vocational support and work experience in a retail outlet in San Luis Obispo.
- 13) Adult Full Service Partnership (AFSP) – TMHA provides services to two AFSP teams serving 30-35 adult clients with serious mental illness who are at risk of institutional care. Services are defined as “whatever it takes” and are available “24/7”.
- 14) Behavioral Health Treatment Court (BHTC) – TMHA provides services to the BHTC team serving 30 adult offenders who suffer from severe mental illness and co-occurring substance abuse disorders.
- 15) Forensic Re-entry Service (FRS) – TMHA provides a ‘bridge’ of resource support and short-term case management to 65 adult offenders who suffer from mental illness and co-occurring substance abuse disorders.
- 16) Older Adult Full Service Partnership (OAFSP) – TMHA provides services to the OAFSP team serving 15 seriously mentally ill clients who are at risk of institutional care.
- 17) North County Wellness Center – The contract pays a portion of the Wellness Center costs for a centrally located facility in Atascadero to be made available to MHSA program staff, consumers, and family members for on-going program functions including support groups, mental health education classes, vocational work clubs, education and outreach presentations, and office and meeting space.
- 18) Adult Full Services Partnership (AFSP) Intensive Residential Housing – TMHA provides housing for AFSP clients with mental illness in Atascadero (12 beds) and San Luis Obispo (25 beds) and performs intensive mental health support services through the AFSP Intensive Residential Case Management Services program described below. The supported housing is independent living with external supports.
- 19) Adult Full Services Partnership (AFSP) Intensive Residential Case Management Services – TMHA assists clients in the AFSP Intensive Residential Housing program in developing problem solving skills related to daily living, housing, managing chronic symptoms of illness, and access to needed community services. The goal is to

provide a living environment that promotes stabilization and assists clients with housing and maintenance.

- 20) Homeless Full-Service Partnership – TMHA will provide outreach to the most underserved, difficult-to-reach population of homeless adults and engage clients in health care, mental health treatment, and housing. The focus will be on outreach, engagement, and services with stability and housing being amongst improved client outcomes.
- 21) San Luis Obispo Hotline Services – TMHA will provide a 24-hour, free and confidential call center serving the entire County of San Luis Obispo. Contractor will recruit, train, and supervise community volunteers to provide mental health referral, information, support, stigma reduction, and crisis and/or suicide intervention. Contractor will also utilize the 24/7 hotline phone number to direct general messaging to the County for the SLOtheStigma media campaign, as well as providing support to callers who reach the County's inpatient unit after-business-hours phone line.

#### **Workforce Education and Training (WET) Component:**

- 22) Peer Advisory and Advocacy Team – A consumer advisory council of mental health stakeholders supports an integrated system that reflects the principles of hope and choice, promotes a recovery environment, encourages education, honors each individual's spiritual pathway, and embraces self-awareness and compassion for others.

#### **Prevention and Early Intervention (PEI) Component:**

- 23) Social Marketing Strategy for Community Outreach and Engagement – This effort is to provide interpersonal outreach regarding mental health awareness, education and stigma reduction for underserved and at-risk populations including, when appropriate, one-to-one personal contact that includes information dissemination, referrals, and screening and support resources.
- 24) Integrated Community Wellness Advocates – The program has Advocates who help individuals navigate systems for individuals referred by other PEI programs who are receiving brief, low-intensity interventions for problems arising from mental health issues.

#### **Innovation Component:**

- 25) Service Enhancement Program – TMHA will employ support staff to assist in this project. Staff will help clients, their families and caregivers navigate through the first steps of receiving services, help assess needs and engage services for basic necessities within the clinic setting. The support position will be an individual (consumer or family member) who has experience with mental health services, providing empathy and understanding of the circumstances facing clients. Support staff will interact with County staff, providing feedback regarding accessibility of services, engagement tactics, and specific client issues.
- 26) System Empowerment for Consumers, Families, and Providers – Contractor will participate in a team building retreat, scheduled in August, consisting of consumers, family members, and providers. After the retreat, Contractor will create a curriculum around what is learned during the retreat and incorporate curriculum in their current consumer and family member mental health education programs.

#### **OTHER AGENCY INVOLVEMENT/IMPACT**

County Counsel has approved the contract as to form and legal effect.

## **FINANCIAL CONSIDERATIONS**

The FY 2013-14 Behavioral Health Adopted Budget includes a total appropriation of \$4,186,614 to TMHA, of which \$1,550,025 is allocated for traditional mental health programs. The FY 2013-14 contract amount for the traditional programs was decreased by \$90,033 from the prior year budget. The decrease is due to a reduction in available General Fund support.

The traditional mental health programs are funded by:

- Medi-Cal / Early Periodic Screening, Diagnosis and Treatment (EPSDT): \$221,361
- Tobacco Settlement funds: \$272,346
- Managed Care: \$118,766
- County 1991 Realignment: \$312,883
- General Fund: \$624,669

The remaining \$2,636,589 in appropriations to TMHA is for MHSA specific programs. The FY 2013-14 contract amounts for MHSA services was increased by \$67,129 from the prior year budget. The increase is primarily due to additional support for the Nipomo Street Wellness Center in San Luis Obispo.

The MHSA programs are funded by:

- Medi-Cal / Early Periodic Screening, Diagnosis and Treatment (EPSDT): \$173,656
- Mental Health Services Act Trust funds: \$2,462,933

The tables below depict the traditional and MHSA component actual and budgeted program costs:

<b>Traditional Mental Health Programs</b>			
<b>Program</b>	<b>2011-12 Actual</b>	<b>2012-13 Actual</b>	<b>2013-14 Budgeted</b>
Adult Transitional Program	\$ 376,572	\$ 376,572	\$ 406,572
Community Housing	\$ 258,493	\$ 258,493	\$ 236,577
Residential Case Management Services	\$ 138,022	\$ 138,022	\$ 159,938
Vocational Rehabilitation Services	\$ 214,804	\$ 205,233	\$ 214,804
Social Rehabilitation Services*	\$ 498,826	\$ 509,994	\$ 479,994
Youth Treatment Program	\$ 120,264	\$ 120,259	\$ 90,259
Conditional Release Program Housing Management	\$ 21,914	\$ 21,914	\$ 24,402
<b>Total</b>	<b>\$ 1,628,895</b>	<b>\$ 1,630,487</b>	<b>\$ 1,612,546</b>
<i>*Partially funded with MHSA funds in FY 2013-14</i>			

**MHSA Programs**

<b>Program</b>	<b>2011-12 Actual</b>	<b>2012-13 Actual</b>	<b>2013-14 Budgeted</b>
Client and Family Partners	\$ 299,260	\$ 293,826	\$ 304,826
Family to Family	\$ 15,700	\$ 15,700	\$ 15,700
Peer to Peer	\$ 30,000	\$ 30,000	\$ 30,000
Vocational/Supported Employment	\$ 197,703	\$ 197,683	\$ 197,703
Growing Grounds Retail Vocational Program	\$ 53,736	\$ 55,000	\$ 55,000
Adult Full Service Partnership	\$ 286,738	\$ 250,094	\$ 344,444
Behavioral Health Treatment Court	\$ 69,247	\$ 75,592	\$ 81,092
Forensic Re-entry Service	\$ 71,701	\$ 73,487	\$ 81,487
Older Adult Full Service Partnership	\$ 72,493	\$ 74,401	\$ 78,401
Adult Recovery Support Leaders	\$ 87,829	N/A	N/A
Adult FSP Intensive Residential Housing*	\$ 512,227	\$ 478,577	\$ 334,689
Adult FSP Intensive Residential Case Management*	N/A	N/A	\$ 177,538
Wellness Centers	\$ 20,902	\$ 108,929	\$ 108,929
FSP Homeless Team**	N/A	\$ 201,515	\$ 269,515
SLO Hotline - Suicide Prevention and Crisis Intervention**	\$ 20,000	\$ 75,000	\$ 105,000
Peer Advisory and Advocacy Team	\$ 25,000	\$ 25,000	\$ 25,000
Social Marketing Strategy - Community Outreach & Engagement - In Our Own Voice***	\$ 12,744	\$ 12,744	N/A
Social Marketing Strategy -Community Outreach & Engagement***	\$ 90,000	\$ 85,613	\$ 102,744
Integrated Community Wellness Advocates	\$ 178,775	\$ 172,000	\$ 180,000
Service Enhancement Program	\$ 13,560	\$ 34,000	\$ 42,000
System Empowerment for Consumers, Families, and Providers	N/A	\$ 8,392	\$ 40,000
Nelson Street	\$ 75,000	N/A	N/A
<b>Total</b>	<b>\$ 2,132,615</b>	<b>\$ 2,267,552</b>	<b>\$ 2,574,068</b>
<i>*FY 2013-14 Adult FSP Intensive Residential program costs separated by housing and case management.</i>			
<i>**FY 2012-13 New and enhanced programs</i>			
<i>***FY 2013-14 Social Marketing Strategy combined into one program</i>			

**RESULTS**

Service levels and performance measures are tracked against budgeted targets for each program. Behavioral Health operational and administrative staff meets quarterly with contractor staff to review results against budgeted targets. Program targets are set at a minimum acceptable level, as negotiated with the contractor, with the overall purpose of providing the best possible service to our clients. In all cases, the objective is to strive for the best possible outcomes which promote the County's goal of a safe, healthy and livable community.

The variant between FY 2011-12 and 2012-13 for number of bed days for the Community Housing and FSP Intensive Residential program is due to a change in the bed day count methodology. The Department and TMHA determined in FY 2012-13 that there were a high number of non-FSP clients housed in the FSP Intensive Residential program, which is allowable under the contract. Per the Department's request, TMHA counted non-FSP clients that were housed in the FSP Intensive Residential program under Community Housing. Therefore, the number of bed days for Community Housing looks high and FSP Intensive Residential looks low. After further discussion, it was determined that this methodology should be discontinued in FY 2013-14. The Department has since created a more effective way of tracking the non-FSP clients that will not affect the measureable outcomes for either program as it did in FY 2012-13.

See tables below for highlighted results and goals by program:

## Mental Health Programs

<b>Adult Transitional Program</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 376,572	\$ 376,572	\$ 406,572
Number of bed/days	3,589	3,444	4,030
<i>The FY 2012-13 Budgeted number of residential units assumes a 92% average annual occupancy rate.</i>			
<b>Community Housing Program</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 258,493	\$ 258,493	\$ 236,577
Number of bed/days	14,085	19,954	13,432
<i>The FY 2012-13 Budgeted number of residential units assumes a 92% average annual occupancy rate.</i>			
<b>Residential Case Management</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 138,022	\$ 138,022	\$ 159,938
Service Minutes	105,848	133,168	100,000
<b>Vocational Rehabilitation Services</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 214,804	\$ 205,233	\$ 214,804
Number of individuals served during contract year.	58	64	60
<b>Social Rehabilitation Services</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 498,826	\$ 509,994	\$ 479,994
Service Minutes	179,024	63,479	80,000
Number of individuals served during contract year.	119	129	115
<b>Youth Treatment Program</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 120,264	\$ 120,259	\$ 90,259
Residential Day	3,008	2,781	2,957
<i>The FY 2012-13 Budgeted number of bed/days assumes a 90% average annual occupancy rate.</i>			
<b>Conditional Release (CONREP) Program Housing Management</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 21,914	\$ 21,914	\$ 24,402
Number of leased housing units	12	12	12

**MHSA Programs****Community Services and Support (CSS):**

<b>Client and Family Partners</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 299,260	\$ 293,826	\$ 304,826
Number of clients contacted	5,331	4,031	4,000
<b>Family to Family</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 15,700	\$ 15,700	\$ 15,700
Total number of unduplicated attendees for all sessions	156	154	155
<b>Peer to Peer Program</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 30,000	\$ 30,000	\$ 30,000
Total number of unduplicated attendees for all sessions	57	99	85
<b>Vocational Training and Supported Employment Program</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 197,703	\$ 197,683	\$ 197,703
Number of employment placements.	74	52	50
<b>Growing Grounds Retail Vocational Training</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 53,736	\$ 55,000	\$ 55,000
Number of individuals served during contract year.	13	15	20
<b>Adult Full Service Partnership (FSP)</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 286,738	\$ 250,094	\$ 344,444
Number of clients served	37	32	35
<i>Actual costs have been lower than budgeted due to staff vacancies in this program.</i>			
<b>Behavioral Health Treatment Court Team (BHTC)</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 69,247	\$ 75,592	\$ 81,092
Number of clients served	28	21	30
<b>Forensic Re-entry Service</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 71,701	\$ 73,487	\$ 81,487
Number of clients served	113	66	65
<b>Older Adult Full Service Partnership (FSP)</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 72,493	\$ 74,401	\$ 78,401
Number of clients served	13	15	15



<b>Adult FSP Intensive Residential*</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 512,227	\$ 478,577	\$ 512,227
Number of bed/days	9,458	3,978	8,468
Service minutes	96,464	41,757	90,000
<i>*Housing and case management included in totals. Will be reported separately in FY 2013/14.</i>			

<b>Wellness Center</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 20,902	\$ 108,929	\$ 108,929
Service Minutes	N/A	3,839	13,500
Unduplicated clients served	203	157	160

<b>Homeless Full Service Partnership</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	N/A	\$ 201,515	\$ 269,515
Unduplicated Adult FSP Clients Served	N/A	16	10
Unduplicated Contacts	N/A	157	150
<i>FY 2012-13 New program</i>			

<b>SLO Hotline - Suicide Prevention and Crisis Intervention</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 20,000	\$ 75,000	\$ 105,000
Number of outreach calls	545	3,923	4,880

#### **Workforce Education and Training (WET) Program:**

<b>Peer Advisory and Advocacy Team</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 25,000	\$ 25,000	\$ 25,000
Number of attendees for outreach	706	679	685

#### **Prevention and Early Intervention (PEI) Programs:**

<b>Community Outreach &amp; Engagement - In Our Own Voice</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 12,744	\$ 12,744	N/A
Number of attendees	468	531	N/A
<i>FY 2013-14 In Our Own Voice combined with Social Marketing Strategy</i>			

<b>Social Marketing Strategy - Community Outreach &amp; Engagement</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 90,000	\$ 85,613	\$ 102,744
Number of attendees for outreach	293	175	200
Number of presentations	N/A	N/A	20
<i>FY 2013-14 Budget increased due to combining In Our Own Voice with this program.</i>			

<b>Integrated Comm Wellness Advocates</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 178,775	\$ 172,000	\$ 180,000
Number of contacts per year	2,151	2,553	2,000

**Innovation Projects:**

<b>Service Enhancement Program</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	\$ 13,560	\$ 34,000	\$ 42,000
Number of participants served	21	200	200
<b>System Empowerment for Consumers, Families, and Providers</b>			
Year	2011-12 Actual	2012-13 Actual	2013-14 Budgeted
Cost	N/A	\$ 8,392	\$ 40,000
Number of participants served	N/A	-	200
Number of trainings	N/A	-	10
<i>Program was slow to start. Project will be in fully operational in FY 2013-14</i>			

**ATTACHMENTS**

1. Attachment 1 - Clerk's File Statement